



Data Collection Toolkit

May 2021

SNAP Market Match is part of Washington State's Fruit and Vegetable Incentive Program. For more information, visit: www.doh.wa.gov/FVIP. To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.



340-353 January 2021

TABLE OF CONTENTS

What is Formstack?.....	Page 3
How to download Formstack Go App.....	Page 4
Formstack Go App Log-In Information.....	Page 4
First time Logging into Formstack Go app	Page 4
How to add Forms to Favorites.....	Page 4
SNAP Market Match Distribution Form.....	Page 8
SNAP Market Match Redemption Form.....	Page 10
GusNIP Grant Reporting Requirements.....	Page 12
Formstack Dashboard.....	Page 13
Submitting Data through Formstack.com.....	Page 18
Formstack FAQs.....	Page 19
Technical Assistance Providers.....	Page 21
Contact Information.....	Page 22

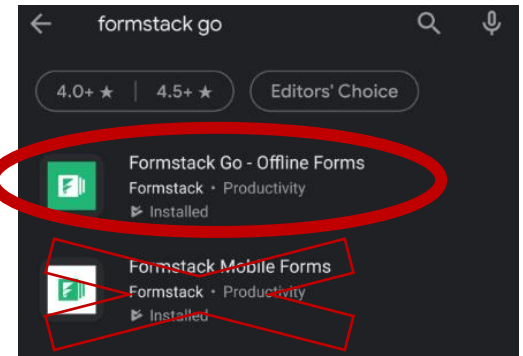


Formstack replaces Device Magic as of January 1, 2021. Formstack is an intuitive workplace productivity platform that gathers SNAP customer data. That data is translated into a visual dashboard with easy to digest information so you can see SNAP and SNAP Market Match data in real time.

Formstack can be accessed as an app on your market tablet, and data is also available using the Formstack website.

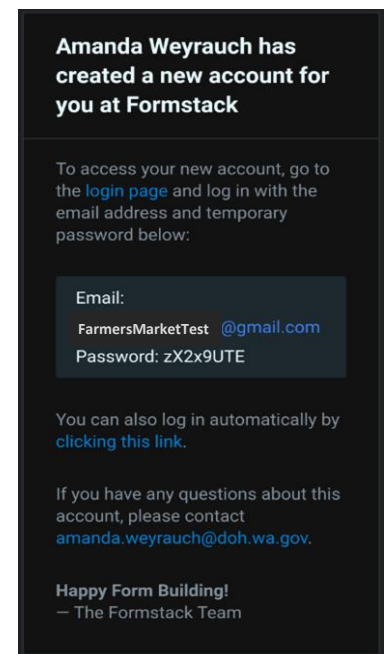
Let's get started!

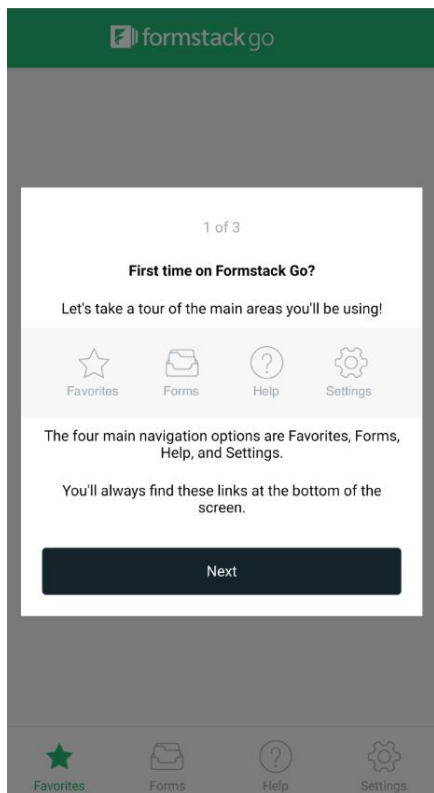
1. Download Formstack Go app on your market tablet
 - a. Select app store
 - b. Search "Formstack Go"
 - c. Results will show "Formstack Go – Offline Forms"
 - NOTE: There are two Formstack apps available in the app store, be sure to download Formstack Go and NOT Formstack Mobile Forms



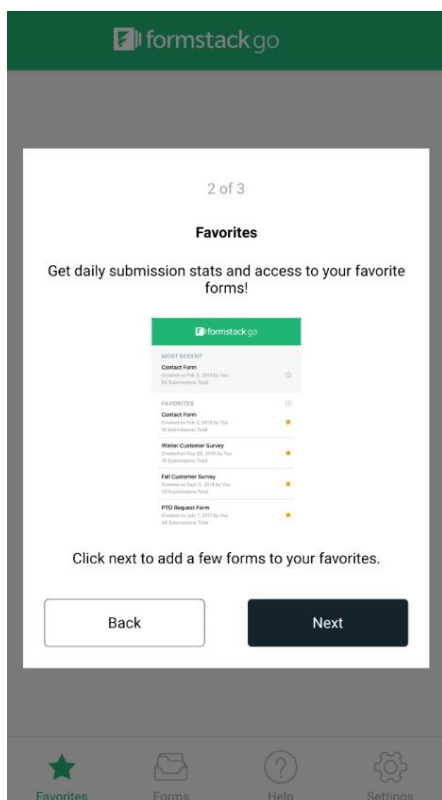
IMPORTANT: See page 17 – Formstack FAQs regarding internet requirements to utilize Formstack

2. Log-in to Formstack Go app with username and password that were emailed to you from Formstack Admin
 - a. If you need this information resent, please contact SNAP.MarketMatch@doh.wa.gov
3. Your first time logging into Formstack Go will show the following prompts (see pages 5 and 6). These prompts enable you to "Favorite" the two forms that will be utilized to submit distribution and redemption data.
 - a. Favorite forms is optional. If you do not add forms to your Favorites, they will still be available by clicking the Form icon at the bottom of your screen.



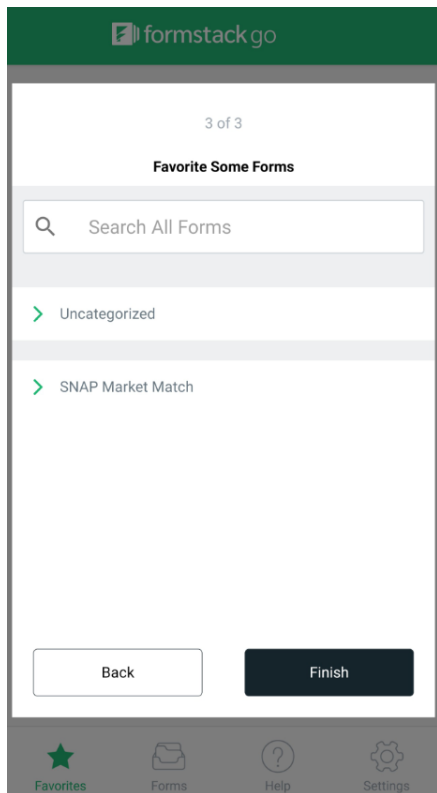


Prompt #1: Explains where you'll find the four main navigation options: Favorites, Forms, Help, and Settings. Select Next at the bottom.

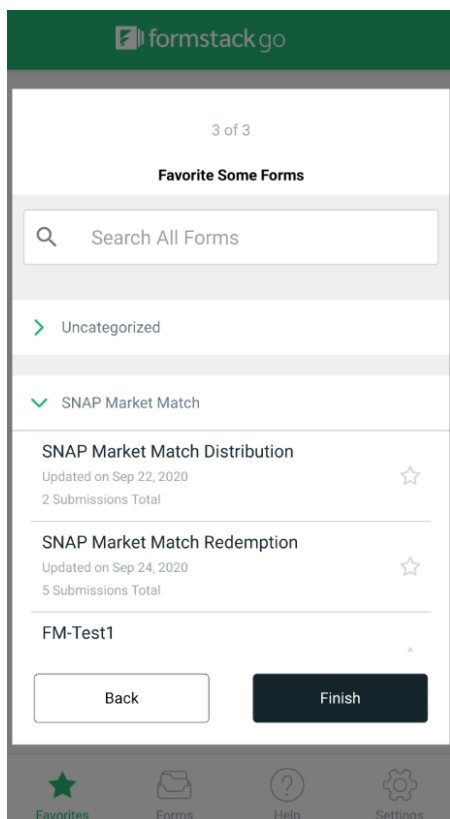


Prompt #2: Daily Submission stats will automatically calculate and display at the top of your screen for each form.

Select Next at the bottom.



Prompt #3: Select SNAP Market Match folder to open the two forms available to you: Distribution and Redemption.



Prompt #4: Select the stars on the right hand side of the screen of the forms you wish to Favorite. Selected stars will highlight yellow. Click Finish at the bottom.

Your forms are now added to Favorites!

FAVORITES

 Add

SNAP Market Match Distribution - DOH
Farmers Market

Updated on Oct 30, 2020
6 Submissions Total



SNAP Market Match Redemption - DOH
Farmers Market

Updated on Oct 30, 2020
0 Submissions Total



Favorites



Forms



Help



Settings

SNAP Market Match **Distribution** Form

1. Select SNAP Market Match Distribution in either Favorites or Forms at the bottom of the screen

2. Form Options appear before launching the form

- a. Favorite – this is another way of adding forms to Favorites
- b. One Question At A Time – turn this on if you want only one question to be displayed at a time on the screen. This will result in more clicks to advance each question and will take more overall time to enter data for each SNAP customer.
- c. **Kiosk Mode – Highly suggested for busy markets.** Turn this option on if you want to keep your form open continuously on your tablet to be accessed by a required pre-set PIN.
 - Default PIN is '0000' to change PIN go to Settings
 - This option also allows you to Enable Timeout which automatically closes the form after a certain period of time (i.e. user has 10 minutes to complete a form before it closes on them.) This option is not recommended.
- d. Share This Form – Optional link to complete the form via web portal

Favorite

A favorited form will show on your Favorites tab.



One Question At A Time

Display one question per screen



Kiosk Mode

Launch your form as a PIN-protected loop. Your PIN can be set in global Settings.



Share This Form

Send a weblink of this form



3. Select Launch Form at the bottom of the screen

SNAP Market Match Distribution Form

Distribution Forms are to be completed for each SNAP customer transaction processed during market.

Complete each data field of the form.

- Transaction Date: Defaults to today's date. Select which date the transaction took place.
- EBT Sale Amount: Amount of EBT selected by shopper
- SNAP Market Match Distributed: Amount of incentives distributed to shopper
- EBT Last 8 Digits: The last 8 digits of the EBT card
- Shopper Zip Code: Zip code of shopper
- Select Submit Form at the bottom when finished

Note: the default "0" showing in the text fields are a known glitch with the Formstack Go app and will be resolved in future app updates. This digit will not impact data entered.



1. SNAP Market Match Distribution - DOH Farmers Market

* Transaction Date

01/27/2021

* EBT Sale Amount

\$ 0

* SNAP Market Match Distributed

\$ 0

EBT Last 8 Digits

####

0/8

* Shopper Zip Code

0

Submit Form

SNAP Market Match Redemption Form

1. Select SNAP Market Match Redemption in either Favorites of Forms

2. Form Options appear before launching the form

- a. Favorite – this is another way of adding forms to Favorites
- b. One Question At A Time – turn this on if you want only one question to be displayed at a time on the screen. This will result in more clicks to advance each question and will take more overall time to enter data.
- c. Kiosk Mode – Turn this option on if you want to keep your form open continuously on your tablet to be accessed by a required pre-set PIN.
 - Default PIN is '0000' to change PIN go to Settings
 - This option also allows you to Enable Timeout which automatically closes the form after a certain period of time (i.e. user has 10 minutes to complete a form before it closes on them.)
- d. Share This Form – Optional link to complete the form via web portal.

3. Select Launch Form at the bottom of the screen

SNAP Market Match Redemption Form

Redemption forms are due along with corresponding invoice by the 15th of each month for data collected the previous month - i.e. September data is submitted by October 15. Send invoices to SNAP.MarketMatch.Invoices@doh.wa.gov and CC TA Provider.

Complete each data field of the form.

- Month of Reimbursement: Month data is collected
- SNAP Redemption Total: Amount of SNAP dollars redeemed for submission month
- SNAP Market Match Redemption Total: Amount of incentive dollars redeemed for submission month
- DOH Incentive Funds Used: Amount you are invoicing DOH for incentives
- Other Incentive Funds Used: Amount of other funds that are being used to reimburse market for incentives.
- Select Submit Form at the bottom of the screen

Example of Completed Form

Farmer Market Name: DOH Farmers Market

Month of Reimbursement: October 2020

SNAP Redemption Total: \$500

SNAP Market Match Redemption Total: \$400

DOH Incentive Funds Used: \$300

Other Incentive Funds Used: \$100



TIP: DOH Funds + Other Funds will always = SNAP Market Match Redemption Total



SNAP Market Match Redemption - DOH Farmers Market

* Month of Reimbursement

Oct 2020

* SNAP Redemption Total

\$

* SNAP Market Match Redemption Total

\$

DOH Incentive Funds Used

\$

Other Incentives Funds Used

\$

Submit Form

SNAP Market Match **Redemption** Form

GusNIP Data Reporting Requirements

These additional redemption form questions are being collected as part of required reporting for the GusNIP grant. The Department of Health is required to report this information for all farmers markets participating in SNAP Market Match.

Complete each data field of the form.

- How many fruit and vegetable vendors sold at the farmers markets in the past month?
 - Count each unique produce vendor only once, even if they sold at the market on separate days.
 - *Example:*
Week 1: 10 unique vendors sell produce
Week 2: same 10 vendors sell produce
Week 3: same 10 vendors sell produce
Week 4: 15 vendors sell produce, 10 of which sold the previous weeks and 5 new unique vendors
The total amount of produce vendors for the month is 15.
- During the past month, did the market offer nutrition education activities for SNAP Market Match participants?
 - Select all that apply.
 - If not applicable, select none.
- During the past month, did the market offer additional services for SNAP Market Match participants?
 - Select all that apply.
 - If not applicable, select none.

2. SNAP Market Match Redemption - DOH Farmers Market

GusNIP Grant Reporting

★ How many fruit and vegetable vendors sold at the farmers market in the past month? Count each fruit and vegetable vendor only once, even if they sold at the market on separate days.

★ During the past month, did the market offer nutrition education activities for SNAP Market Match participants? Nutrition education activities could have been done independently or in collaboration with a community partner. Select all that apply. If the market did not offer nutrition education from the list above select 'None'.

- ☐ None
- ☐ Diabetes Prevention Program (DPP Classes)
- ☐ Tours
- ☐ Nutrition education materials
- ☐ Consultations with a Registered Dietitian
- ☐ Recipes or cookbooks
- ☐ SNAP-Ed programs
- ☐ Support groups
- ☐ Taste tests/ cooking demonstrations

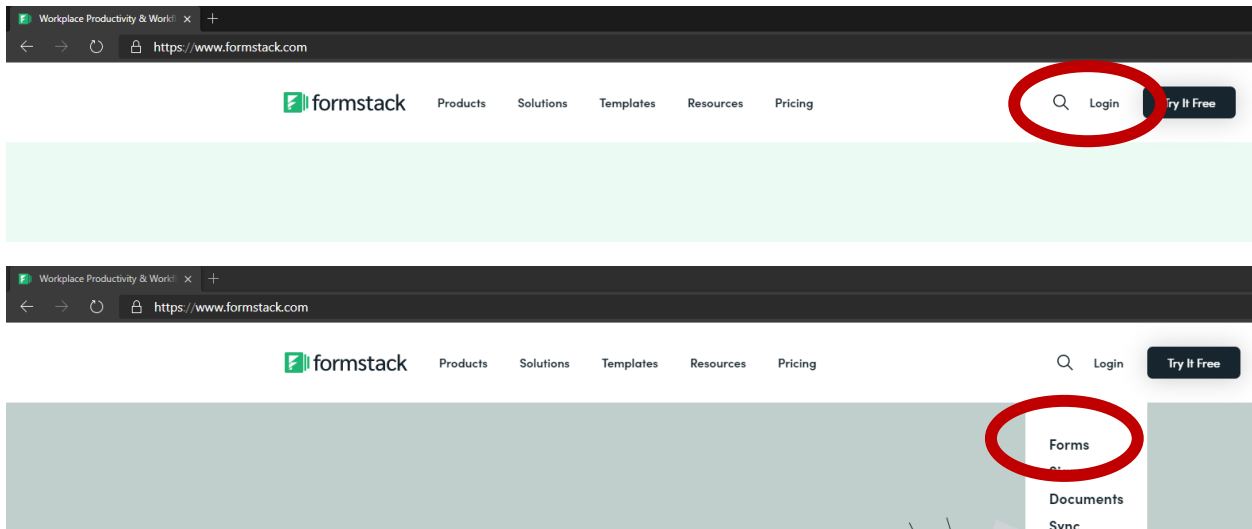
★ During the past month, did the market offer additional services for SNAP Market Match participants? Select all that apply. If the market did not offer additional services from the list above select 'None'.

- ☐ None
- ☐ Public benefit application assistance (e.g., applying for WIC or FMNP)
- ☐ COVID testing
- ☐ Delivery services
- ☐ Fitness program
- ☐ Nutrition or cooking information
- ☐ Shopping assistance
- ☐ Transportation assistance (e.g., provide bus passes)
- ☐ Resource referrals
- ☐ Voter registration

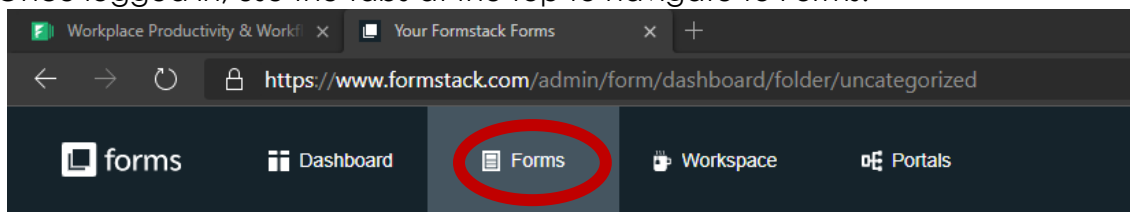
Formstack Dashboard Data

Both distribution and redemption data are available through the Formstack website. Follow these steps to access your data.

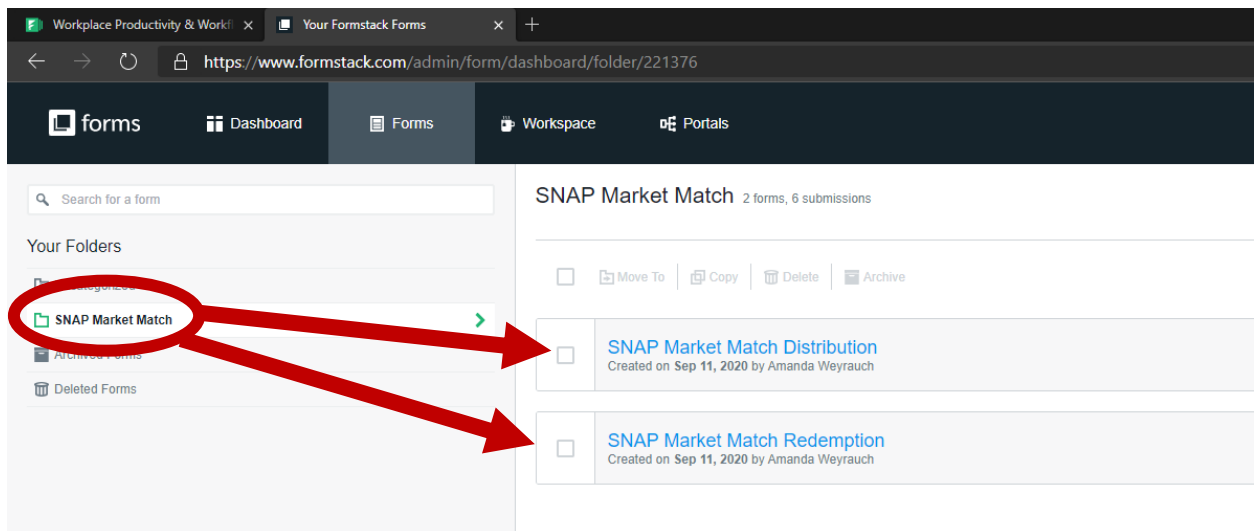
1. Go to www.formstack.com in your internet browser
 - a. You must have an up-to-date browser to access this site
 - Chrome, Safari, Firefox and Edge are compatible
2. On the Formstack home page, click Login in the top right corner. This will open a drop-down menu. Select Forms.



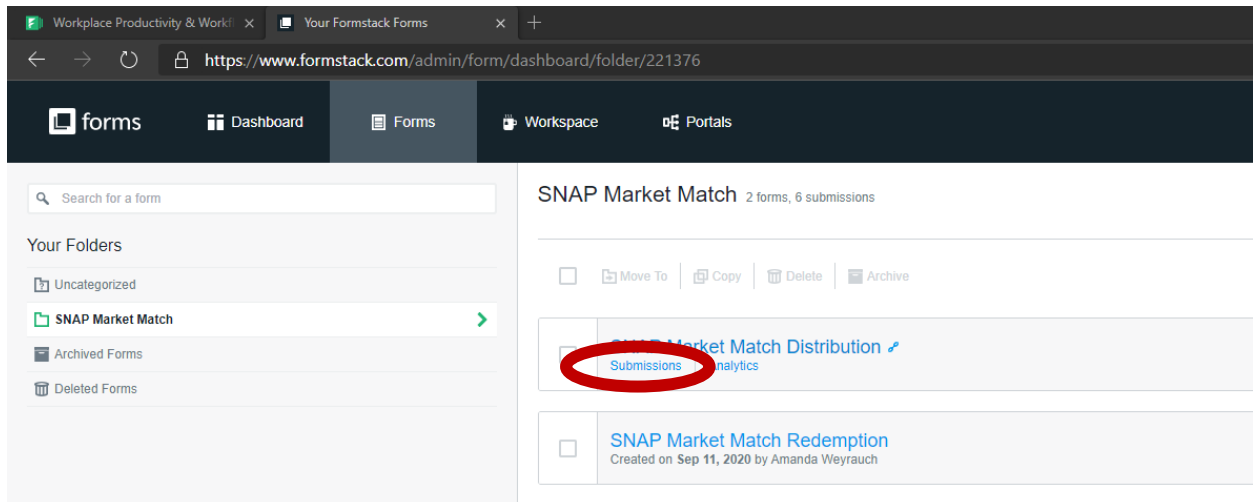
3. Follow the prompts to login to Formstack using the username and password that were emailed to you from the Formstack Administrator.
 - a. This username and password are the same as used to login to the Formstack Go app.
4. Once logged in, use the tabs at the top to navigate to Forms.



- From the Forms tab, use the navigation bar on the left hand side of the page and select SNAP Market Match. This is where both your Distribution and Redemption forms live and their corresponding data.



- To review Distribution data, hover your mouse over the blue SNAP Market Match Distribution text and sub-text will appear. Click on Submissions.



7. You are now on the Distribution Form Submission landing page. You can view all SNAP Market Match Distribution data and make custom filters to view only the data you want to see.

Workplace Productivity & Work... Formstack
https://www.formstack.com/admin/submission/report/25379277

forms Dashboard Forms Workspace Portals

Forms SNAP Market Match SNAP Market Match Distribution Submissions 1 Analytics

Submissions 4 submissions Partial Submissions 0 submissions Charts

+ Scheduled Exports Create Scheduled Export

All Submissions Create Custom Filter Sharing Search

Filtered by: All Submissions Export All

0 of 4 Selected Export Table Settings

<input type="checkbox"/>	Date Submitted	Farmers Market Name	Submission Date	Are you filling this out on market day?	EBT Sale Amount
<input type="checkbox"/>	2020-10-15 15:56:23	Alyssa FM	10/15/2020	YES	\$20
<input type="checkbox"/>	2020-10-15 15:39:34	Doh	10/17/2020	NO	\$20
<input checked="" type="checkbox"/>	2020-10-15 15:39:04	Doh	10/15/2020	YES	\$25
<input type="checkbox"/>	2020-10-15 14:15:26	Doh	10/15/2020	YES	\$20

Rows per Page: 25 Showing 1-4 out of 4

8. To create a customer filter click the teal "Create Custom Filter" button in the middle left hand of the screen.

Workplace Productivity & Work... Formstack
https://www.formstack.com/admin/submission/report/25379277

forms Dashboard Forms Workspace Portals

Forms SNAP Market Match SNAP Market Match Distribution Submissions 1 Analytics

Submissions 4 submissions Partial Submissions 0 submissions Charts

+ Scheduled Exports Create Scheduled Export

All Submissions **Create Custom Filter** Sharing Search

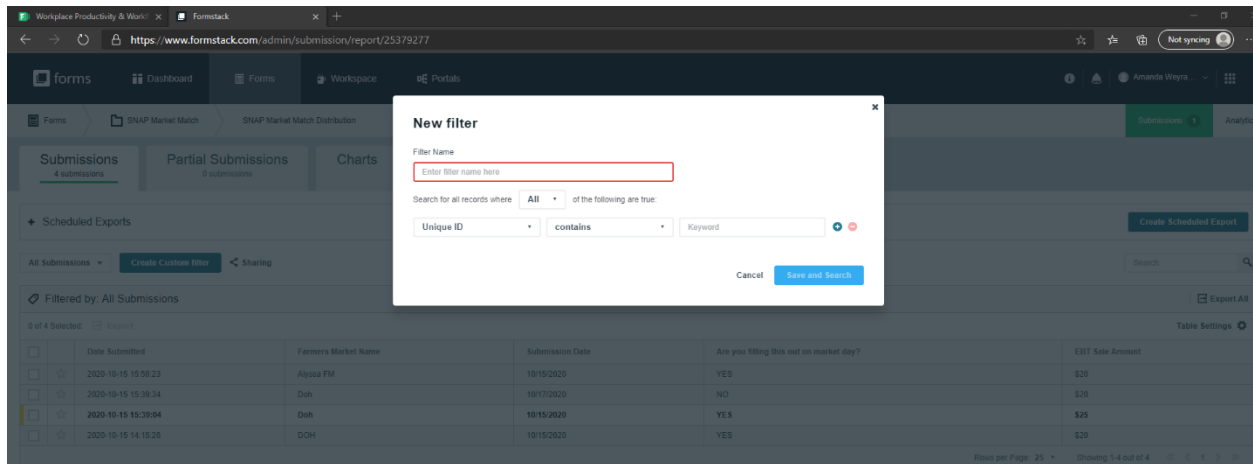
Filtered by: All Submissions Export All

0 of 4 Selected Export Table Settings

<input type="checkbox"/>	Date Submitted	Farmers Market Name	Submission Date	Are you filling this out on market day?	EBT Sale Amount
<input type="checkbox"/>	2020-10-15 15:56:23	Alyssa FM	10/15/2020	YES	\$20
<input type="checkbox"/>	2020-10-15 15:39:34	Doh	10/17/2020	NO	\$20
<input checked="" type="checkbox"/>	2020-10-15 15:39:04	Doh	10/15/2020	YES	\$25
<input type="checkbox"/>	2020-10-15 14:15:26	Doh	10/15/2020	YES	\$20

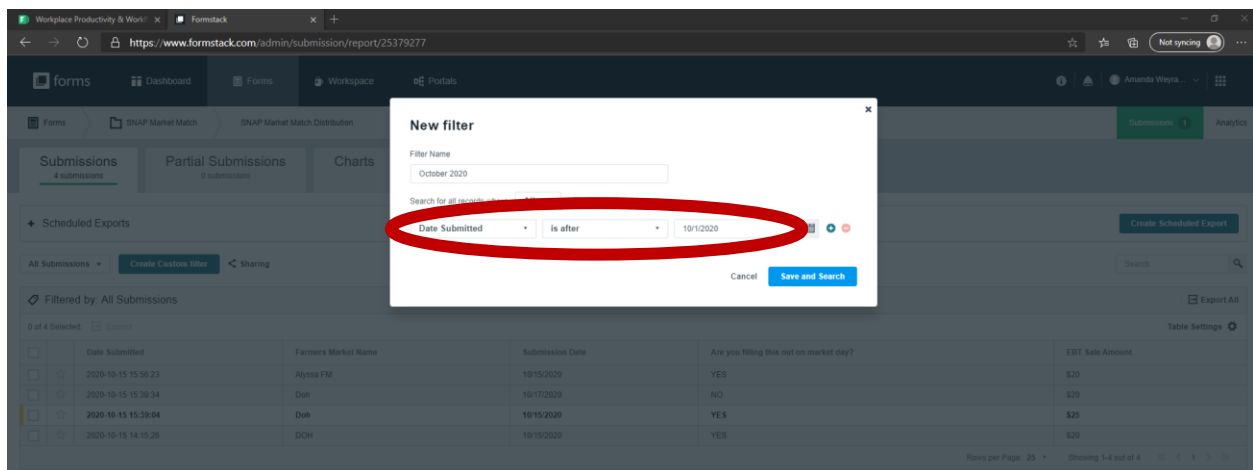
Rows per Page: 25 Showing 1-4 out of 4

9. This will prompt a pop-up window to appear.



10. To view all transactions during a specific time frame, name the filter for the time period.

- In the first drop-down box in the bottom row (default text: Unique ID), select "Date Submitted"
- In the second drop-down box select "is after"
- In the third box type first date of query month (i.e. 10/1/2020)



11. Click the teal plus sign to create a second row of filter parameters.

Date Submitted	Farmers Market Name	Submission Date	Are you filling this out on market day?	EBT Sale Amount
2020-10-15 15:06:23	Alyssa FM	10/15/2020	YES	\$20
2020-10-15 15:38:34	Doh	10/17/2020	NO	\$20
2020-10-15 15:38:04	Doh	10/15/2020	YES	\$25
2020-10-15 14:15:26	Doh	10/15/2020	YES	\$20

12. In the second row create the second set of filter parameters:
- In the first drop-down box in the bottom row (default text: Unique ID), select "Date Submitted"
 - In the second drop-down box select "is before"
 - In the third box type late date of query month (i.e. 10/31/2020)

Date Submitted	Farmers Market Name	Submission Date	Are you filling this out on market day?	EBT Sale Amount
2020-10-15 15:06:23	Alyssa FM	10/15/2020	YES	\$20
2020-10-15 15:38:34	Doh	10/17/2020	NO	\$20
2020-10-15 15:38:04	Doh	10/15/2020	YES	\$25
2020-10-15 14:15:26	Doh	10/15/2020	YES	\$20

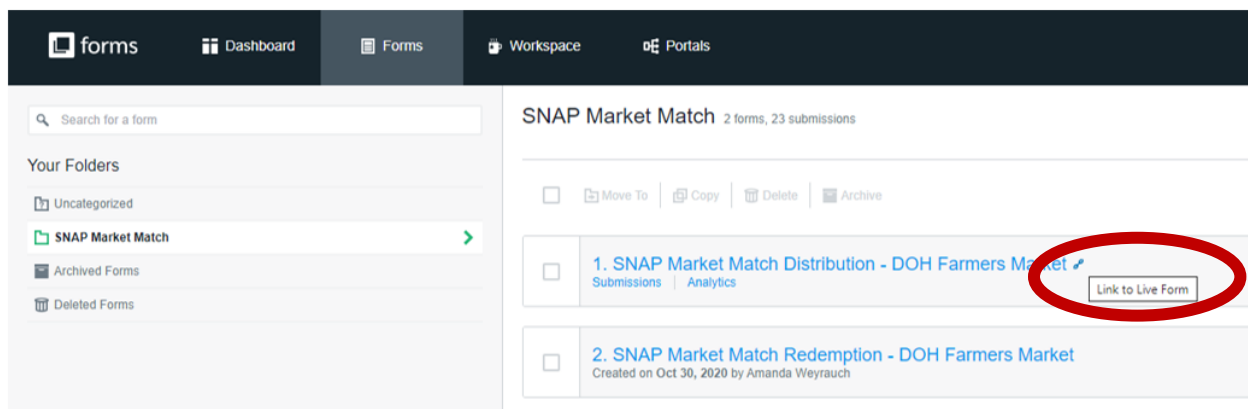
13. Click the blue Save and Search button in the bottom right corner of the pop-up window. This will display the relevant data that fall within the filter parameters created.

NOTE: More examples of filters will be provided in the final draft of this toolkit. We are also seeking resolutions to pre-populated filters.

Submitting Data through Formstack.com

Both distribution and redemption forms can be completed through your Formstack.com account using your web browser as an alternative option to using the Formstack Go app.

1. Follow steps 1-5 above
2. To submit distribution data, hover your mouse over the blue SNAP Market Match Distribution text and sub-text will appear. Click on the small blue link icon at the end of the text. This will open the live distribution form in a new internet browser window.



3. Submit your distribution data per usual and click Submit Form at the bottom.
4. You will need to relaunch the link for each SNAP transaction.
5. Complete the same steps to access your redemption form and submit redemption data along with your invoice by the 15th of each month.
6. **NOTE:** The links for both the distribution and redemption form are unique to your market and should not be shared.

Formstack FAQs

Can I submit forms offline?

Yes! This is one of the great benefits of Formstack Go. You are able to submit both distribution and redemption forms while not connected to an internet source. **However, this is not an automatic function. Please follow the steps below to work offline.** While offline, your submissions will be stored in your tablet and sync with your Formstack account once your tablet has established an internet connection again.

Be sure to connect your device to Wi-Fi to upload any offline submissions as often as possible, and at least once a month to report redemption data.

To utilize Formstack Go offline:

1. Connect to an internet source (Wi-Fi, mobile hotspot, etc.) to initially log-in to the app.
2. Under Settings select Work Offline.
3. You are now able to submit both distribution and redemption forms without internet access.
4. Your submissions will be stored in your tablet and sync with your Formstack account once your tablet has established internet connection again.
5. To upload stored submissions, connect to an internet source.
6. Under Settings, un-select Work Offline.
7. Your stored submissions will automatically sync with your Formstack account.

Note: You will need to turn on Work Offline mode while connected to an internet source before submitting forms offline. If you are not connected to an internet source when you select Work Offline you will be unable to submit forms while offline.

Example: Log-in to Formstack at home while connected to an internet source before leaving for market. Turn on Work Offline mode. Once at market, you do not need to be connected to Wi-Fi to submit data. At the end of the market day, connect to an internet source back at home and turn off Work Offline mode for data to be automatically uploaded.

If you have access to an internet source at market you can log-in on site and submit forms per usual.

I put my form into Kiosk mode and forgot my PIN to exit out of it.

The default PIN for Kiosk mode is '0000'. You can change this to a unique PIN in Settings. However, once you have created a unique PIN, it is your responsibility to record and remember the PIN number as you will be the only one with access to this information.

If you forget your PIN number completely exit out of the Formstack Go app. You can then log back into the app and click on the Setting gear wheel in the bottom right corner. You'll be able to see the PIN you have set for your account and change if needed.

SNAP Market Match Technical Assistance (TA) Providers

TA providers are the primary points of contact for farmers markets, and can answer questions about Formstack and invoicing.



Organization	Contact Name	Contact Email	Contact Phone
Birdsign Consulting	Rita Ordóñez	Rita@birdsignconsulting.com	360-336-6401
Public Health – Seattle and King County	Seth Schromen-Wawrin	Seth.Schromen-Wawrin@kingcounty.gov	206-263-8080
Washington State Department of Health (WA DOH)	Amanda Weyrauch	SNAP.MarketMatch@doh.wa.gov	360-485-6430
WSU Extension Kitsap County	Jess Sappington	Jess.Sappington@wsu.edu	360-228-7308
WSU Extension Clark County	Zena Edwards	Zena.Edwards@clark.wa.gov	564-397-5700
Catholic Charities of Eastern Washington	Carolyn Knowles	Carolyn.Knowles@cceasternwa.org	509-464-9222

SNAP Market Match Program Contacts

Questions, issues, or program feedback? Stay in touch!

Please contact SNAP.MarketMatch@doh.wa.gov and cc your TA provider if one is assigned to your market for questions using Formstack or for data corrections.